

ANALISA KINERJA SISTEM IINFORMASI /TEKNOLOGI INFORMASI PADA BPPT & PM KOTA SALATIGA MENGGUNAKAN KERANGKA IT BALANCED SCORECARD

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Abstrak

Badan Pelayanan Perizinan Terpadu dan Penanaman Modal Kota Salatiga is a working unit within the government Salatiga who provide licensing services and investment in Salatiga. This institution has implemented a computer-based licensing applications to simplify licensing services and to supporting the performance of BPPT & PM Kota Salatiga to be more effective and efficient. So that requires measuring the performance applications of Information Systems / Information Technology thorough because the implementation should be seen from several aspects. Method that used in this study is the IT Balanced Scorecard framework. The results obtained in this study is the performance of IS / IT tend to be good where each perspective has the following values, namely organization contribution perspective is 1.4, user orientation perspective is 3, the operational excellence perspective is 3.3, and the orientation future perspective is 2.4

Kata kunci: Kinerja SI/TI, IT Balanced Scorecard, Aplikasi Perizinan.